

PUBLIC ASSISTANCE CASES

INTRODUCTION

GENERAL INFORMATION

Interaction with numerous other agencies is vital to the success of the Child Support Services (CSS) program. The North Carolina Division of Social Services (DSS) and the Division of Medical Assistance (DMA), which supervise the Public Assistance (PA) programs, and the county departments of social services, which administer the PA programs, are essential because of the information that they exchange with CSS and their participation in the child support process. The interdependence between Work First Family Assistance (WFFA) and CSS is especially significant, since families in need of child support often require additional financial assistance.

This chapter contains the following topics:

1. [Work First Family Assistance \(WFFA\) cases;](#)
2. [Medicaid \(MAO\) cases;](#)
3. [NC Foster Care \(IV-E\) and State Foster Home Fund \(SFHF\) cases;](#)
4. [The referral and creation of PA cases;](#)
5. [The EIS \(Eligibility Information System\) interface with ACTS;](#)
6. [EIS triggers.](#)

WORK FIRST FAMILY ASSISTANCE (WFFA) CASES

GENERAL INFORMATION

This topic contains information on the following subjects:

1. [An overview of Work First Family Assistance;](#)
2. [Work First Benefits \(WFB\);](#)
3. [The assignment of rights by Work First recipients;](#)
4. [Cooperation requirements for Work First recipients;](#)
5. [Noncooperation by Work First recipient with Good Cause;](#)
6. [Noncooperation by Work First recipients without Good Cause;](#)
7. [Potential results of noncooperation.](#)

WFFA (WORK FIRST FAMILY ASSISTANCE) OVERVIEW

"Work First" is the program through which North Carolina administers the federally-funded Temporary Assistance to Needy Families (TANF) program. Work First payments are made to custodial parents (CPs) on behalf of dependent children in "Child-Only" Work First cases on or about the first day of each month. In this type of case, the CP of the child(ren) is not included in the assistance payment, but the CP is the payee for the Work First payment.

All other Work First cases that include at least one (1) adult are subject to Work First Benefits (WFB). Payments are made for these cases in the month following the benefit month, if certain requirements are met. For more information on these requirements, see [Work First Benefits](#).

TANF recipients assign their rights to support to the State when they receive Public Assistance (PA). The CSS program is entitled to

establish retroactive support owed to the State subsequent to June 30, 1975 (NCGS 110-135).

NOTE: The acronym "AFDC" (Aid to Families with Dependent Children) is sometimes used by the CSS program; it was the PA program under which grants were paid prior to 1995. Where "AFDC" appears, understand that the reference is now to Work First (WFFA) or TANF.

REFERRAL REQUIREMENTS - WFFA

Cases with Work First recipients whose eligibility for financial assistance is based on the absence of one or both parents from the home must be referred to a CSS agency.

RANGE OF CSS SERVICES - WFFA

Work First recipients are eligible for all CSS services at no cost. CSS agencies must also seek a provision for health insurance coverage as part of the child support order that is established for a Work First recipient. Work First recipients are required to cooperate with the CSS agency in the establishment, enforcement, and modification of a medical support obligation. This service must be explained to the Work First recipient and thoroughly documented in the case record.

WFFA CUSTODIAL PARENTS/RECIPIENTS

The Work First recipient is always the CP of the child(ren). The CP is usually someone related to the child(ren), unless a judge has ordered the placement of the child(ren) in the home of a CP who is not related. Work First recipients can be minors who have applied for WFFA/TANF for themselves and/or the dependent child(ren).

FAMILY CAP - WFFA

If a child is born to a woman who has been receiving Work First payments for at least ten (10) months, the Work First payment amount DOES NOT increase. This limitation on the amount of the Work First payment is known as the "family cap". A child who is born at least ten (10) months after the family began receiving Work First payments is included in the WFFA assistance unit. The child's mother (or CP, if the mother is a minor) receives a Medicaid card and FNS/Food Stamp benefits for the child, but the Work First payments do not increase.

CAP CHILDREN - WFFA

Children born at least ten (10) months after the family began receiving Work First payments are known as "cap children". Although the WFFA/TANF payment is not increased when the cap child(ren) is added to the family, these children are PA recipients, and any child support payments for them are distributed to the State. CSS case coding reflects this status.

BENEFIT DIVERSION - WFFA

Instead of being approved for Work First, a family can be approved for a one-time benefit known as "Benefit Diversion", which consists of several months' worth of Work First payments, FNS/Food Stamps, and Medicaid benefits being paid at one time, as opposed to over a period of months. (The Medicaid benefit, however, is provided over a period

of months.) This alternative allows the family to meet an immediate need for financial assistance while preserving independence from welfare.

When families select this option, they are provided with information about the availability of CSS services. If the family then requests CSS services, the case is established as a Non-Public Assistance (NPA) case. The Benefit Diversion agreement serves as verification of application; no application fee is charged. A Benefit Diversion case does not create a debt of PPPA (Past Paid Public Assistance) to be recouped by CSS.

If the Benefit Diversion application is withdrawn or denied, CSS is notified via an Income Maintenance Transmittal Form (DSS-8194). The caseworker generates a Letter To CP - TANF Application Denied/Withdrawn (DSS-4470) to notify the CP that an application fee must be received by the CSS agency within thirty (30) days in order to continue CSS services.

Data on all Work First cases and Benefit Diversion cases is maintained in the Eligibility Information System (EIS). The Economic Independence Section of the Division of Social Services supervises county departments of social services in administering WFFA/TANF and Benefit Diversion.

WORK FIRST BENEFITS (WFB)

WFB Policy -

NCGS 108A-27.2 (1c) and 108A-27.9 (c) (1c) require all eligible Work First recipients to complete all aspects of their Mutual Responsibility Agreement (MRA) Core Requirements and MRA Plan of Action each month before receiving a Work First cash assistance payment, unless Good Cause exists. These Work First cases must include at least one (1) adult; "Child-Only" cases are not subject to Work First Benefits (WFB).

All Work First applications with an adult in the case are approved with a Pay Type "2" in EIS and are subject to Work First Benefits (WFB). These cases include:

- Cases with a single parent with children;
- Cases with a work-eligible person;
- Cases in which a parent is caring for a disabled family member;
- Cases with incapacitated parents;
- Cases that include two (2) parents.

The recipients in WFB cases do not receive a Work First payment until after the end of the benefit month. Work First payments are issued the month after the recipient completes all requirements on the MRA for the benefit month.

Recipients in these cases must comply with the MRA and MRA Plan of Action in order to receive a Work First check. The MRA contains the timely notice that if recipients do not comply with all the provisions of the MRA, they will not receive a Work First payment. Recipients must submit documentation of compliance or good cause by the fifth (5th) work day of the following month; however, documentation can be

accepted after the fifth (5th) work day in the month if good cause exists for why the information is late.

Work First caseworkers must issue a Work First benefit check within three (3) work days after receiving adequate documentation of compliance. If documentation is not received by the fifteenth (15th) work day of the month, Work First must terminate the Work First check, end the recipient's Medicaid eligibility (unless the recipient is pregnant), and transfer the case to Medicaid (MAF) for the child(ren) in the case.

When a Work First benefit case has been transferred to Medicaid due to the recipient's failure to comply with MRA requirements, a reapplication is required if the family wants to receive Work First Benefits again. If the former Work First recipient reapplies for Work First within the first ten (10) calendar days of the first month of receipt of Medicaid, and provides documentation of compliance with the MRA, the Work First worker can use an administrative reapplication process.

WFB Process When CP Fails To Meet MRA Requirements -

The Work First Benefits (WFB) CP receives a benefit check the month after the benefit month when that CP provided proof of compliance with the MRA. When the recipient does not provide all the necessary documentation by the fifth (5th) work day of the following month, the Work First caseworker makes an effort to contact the recipient to determine if good cause exists or if help is needed to obtain the documentation of compliance with the MRA.

If the required documentation has not been received by the fifteenth (15th) of the month following the report month and good cause has not been established, the Work First caseworker must transfer the case to Medicaid for the child(ren) in the case. The recipient is deleted from the case unless she is pregnant. If she is pregnant, she is evaluated for Medicaid for Pregnant Women (MPW).

When the recipient fails to provide proof of compliance, the recipient does not receive the WFB check for the prior month. When a case transfers from WFB to Medicaid due to the failure of the recipient to comply with MRA requirements, it then becomes "Medicaid only" for child support purposes. Then, the former Work First recipient is eligible to receive child support payments.

When a WFB case has been transferred to Medicaid due to the recipient's failure to comply with MRA requirements, the CSS caseworker must take specific actions for the case. The necessary actions differ, depending on whether or not the noncustodial parent (NCP) made a payment for the month(s) leading up to the termination of WFB and the transfer of the case to Medicaid.

ASSIGNMENT OF RIGHTS

As a condition of eligibility for Work First, the applicant/recipient must assign to the state the "rights to support" from any other person on his/her own behalf, or on behalf of any other family member for whom the applicant/recipient is applying for or receiving assistance. NCGS 110-137 accomplishes an automatic assignment of rights of child support for recipients of Work First for or on behalf of a dependent child up to the amount of WFFA/TANF paid. Assignment of rights is

explained fully to the applicant/recipient at the time of the interview with the Income Maintenance caseworker. In addition, a copy of the service brochure with an explanation of services and fees, rights and responsibilities, and distribution policies is also provided at that time.

WFFA RECIPIENT/CUSTODIAL PARENT COOPERATION REQUIREMENTS

As a condition of eligibility for WFFA/TANF, the applicant/recipient is required to cooperate in good faith to establish paternity of a child or to establish, modify, or enforce a support order. Providing information, documents, or completed forms or participating in judicial or administrative proceedings could be required for the following purposes:

1. Identifying and locating the noncustodial parent (NCP);
2. Establishing the paternity of a child born out of wedlock, including if necessary, the submittal of the custodial parent (CP) and child to paternity testing;
3. Determining the amount of and collecting support payments;
4. Appearing at the offices of the local IV-A or CSS agency in the county that is providing public assistance benefits, as necessary to provide information relevant to the case;
5. Appearing as a witness at court or other hearings or proceedings as necessary; and
6. When the applicant is the putative father, responding to a request to acknowledge of paternity. (However, the applicant/putative father is not required to admit paternity or otherwise relinquish the right to paternity testing or judicial determination of paternity.)
7. Reporting to WFFA any money that is received directly from the NCP.

If WFFA applicants do not provide information regarding the NCP's identity and/or location, the referral is forwarded to the CSS agency, indicating why the information was omitted.

The Work First program provides a copy of the "Notice Of Requirement To Cooperate And Right To Claim Good Cause For Refusal To Cooperate In Child Support Enforcement" to families at application and review of Work First assistance. This notice explains the meaning, benefits, and consequences of cooperation and noncooperation.

Unless a claim of Good Cause is granted, recipients must cooperate fully with CSS in all Public Assistance (PA) cases that they have with CSS. A noncooperation referral from CSS in one case can cause a recipient to be ineligible for assistance in other existing or future WFFA cases. If a CSS case is closed due to noncooperation and later the recipient applies for assistance for the same or other child, the prior noncooperation must be addressed before assistance can be granted.

Recipients who believe that cooperation would be detrimental to the child can make a claim of Good Cause to the Work First or CSS agency. Work First caseworkers evaluate Good Cause claims by examining the evidence provided by recipients and/or their own investigation.

The Work First agency determines whether or not Good Cause exists based on the best interest of the child, and within five (5) business days of the determination, notifies CSS of the decision.

Evidence of any of the following situations could indicate Good Cause:

1. The applicant/recipient's cooperation in establishing paternity and support is reasonably anticipated to result in:
 - Physical or emotional harm to the child for whom support is being sought; or
 - Physical or emotional harm to the CP that could result in the inability to adequately care for the child.
2. Proceeding to establish paternity or secure support would be detrimental to the child for one of the following reasons:
 - The child for whom support is sought was conceived as a result of incest or rape;
 - Legal proceedings for the adoption of the child are pending before a court of competent jurisdiction; or
 - The applicant/recipient is currently being assisted by a public or licensed private social agency to resolve the issue of whether to keep the child or relinquish him/her for adoption, and the discussions have not gone on for more than three (3) months.

WFFA RECIPIENT/CUSTODIAL PARENT NONCOOPERATION – GOOD CAUSE

When a recipient makes a Good Cause claim to Work First after a referral has been made to CSS:

- The Work First (WFFA) caseworker enters the information in the EIS system, which notifies CSS that a Good Cause claim is pending.
- ACTS prevents certain enforcement actions from occurring.
- ACTS creates a reminder thirty (30) days later for the CSS caseworker to review the case.

If the Work First agency determines that the recipient has Good Cause for refusing to cooperate:

- The WFFA caseworker enters the information in the EIS system, which notifies CSS that the Good Cause claim is approved.
- ACTS notifies the responsible CSS caseworker's supervisor that the CSS case can be closed.
- The CSS supervisor documents that the case closure is due to a finding of Good Cause by the WFFA, Medicaid, or Foster Care program and closes the case.

If the Work First agency determines that Good Cause for refusing to cooperate does not exist:

- The WFFA caseworker enters the information in the EIS system, which notifies CSS that the Good Cause claim is denied.
- ACTS notifies the responsible CSS caseworker to proceed.
- The CSS caseworker proceeds to work the case.

If a recipient who initially cooperated with the Work First agency later makes a Good Cause claim to CSS after work has begun on the case:

- The CSS caseworker documents the Good Cause claim, including the reason for the claim.
- The WFFA caseworker is notified automatically to investigate the claim.
- The WFFA caseworker enters the information in the EIS system, which notifies CSS that a Good Cause claim is pending.

If the CSS caseworker perceives that pursuing work on the case would be dangerous for the recipient and/or child(ren), even though the recipient has not claimed Good Cause:

- The CSS caseworker documents the Good Cause claim, including the reason for the claim.
- The WFFA caseworker responds in the same manner as with a claim that was made by the recipient.

WFFA RECIPIENT/CUSTODIAL PARENT NONCOOPERATION – NO GOOD CAUSE

If Work First applicants/recipients do not cooperate with CSS, and Good Cause for failure to cooperate is not established, a referral for noncooperation might be appropriate.

Public Assistance (PA) recipients can encounter barriers to cooperation involving issues such as transportation, child care, a medical condition, or employment. Before making a noncooperation referral, CSS must take steps to ensure that recipients have been given adequate information and opportunity to cooperate. CSS caseworkers should also confer with the IV-A worker or social worker regarding a recipient's failure to cooperate.

The following examples offer options to prevent the need for noncooperation referrals:

EXAMPLE 1:

If the recipient fails to respond to one mail or telephone communication attempt:

- CSS should check the participant address history to determine if an updated address became available after written communication was sent. The Eligibility Information System (EIS) notifies ACTS of any changes to the participant's address, so the recipient's most recent address should be available.
- If a new address is found, CSS should send the information to the new address.
- CSS should attempt to contact the recipient by telephone if a number is available.

If recipients cannot be reached by telephone or mail and have made no attempt to contact the caseworker, they meet the criteria for noncooperation.

NOTE: Failure to respond to one communication by CSS does not meet the criteria for referring a recipient for noncooperation. However,

stating an intention not to cooperate does meet the criteria for referring a recipient for noncooperation.

EXAMPLE 2:

If transportation, child care, or the health of a member of the recipient's family is a problem:

- CSS should ask for assistance from the IV-A or social worker in making arrangements for the recipient to keep the scheduled appointment.

EXAMPLE 3:

If the recipient's own health is an obstacle to keeping the scheduled appointment:

- CSS can interview the recipient by telephone and mail the necessary forms to the recipient for his/her signature.
- CSS can ask for assistance from the IV-A worker or the social worker in getting the forms returned to CSS.

EXAMPLE 4:

If the recipient's employment is the obstacle preventing him/her from keeping the scheduled appointment:

- CSS should make all reasonable efforts to avoid disrupting the recipient's employment.

EXAMPLE 5:

If a recipient's failure to return the necessary forms in a timely manner could lead to a finding of noncooperation:

- CSS should seek assistance from the IV-A or social worker before making a referral for noncooperation.
- CSS should determine if the document or information can be obtained through other means.

EXAMPLE 6:

If a Work First recipient hires a private attorney to handle child support matters:

- CSS should advise the recipient to inform the CSS agency so that the actions of the CSS attorney and the private attorney can be coordinated.

NOTE: A Work First recipient's hiring of a private attorney to handle child support matters is not an act of noncooperation.

A decision to refer a recipient for noncooperation can be made as a result of:

- Multiple unsuccessful attempts to facilitate recipient cooperation;
or
- A recipient's statement of the intention not to cooperate.

POTENTIAL RESULTS OF NONCOOPERATION

REFERRAL TO WORK FIRST FOR NONCOOPERATION

Referral for noncooperation can only be indicated in open TANF or MAO cases. CSS caseworkers must indicate custodial parent (CP)/ recipient noncooperation in ACTS, document the date of the decision to make the noncooperation referral, and enter notes that specify what is needed from the CP.

CSS notifies the WFFA worker of the noncooperation. Upon receiving the information, the WFFA worker notifies the recipient of the referral from CSS and potential sanction. EIS does not return a final disposition for noncooperation.

When the recipient corrects the noncompliance, CSS immediately notifies Work First through ACTS. Work First CANNOT accept notice by telephone or other means of communication.

SANCTIONS IMPOSED DUE TO FAILURE TO COOPERATE

Cooperation with CSS is a part of the Work First recipient's Mutual Responsibility Agreement (MRA) Core Requirements. A Work First recipient who fails to cooperate with CSS without Good Cause:

1. Is ineligible for Medicaid (unless the recipient is pregnant or receives Medicaid as an SSI recipient); and
2. Causes the entire family (all individuals included in the Work First case) to be ineligible for a Work First payment for one (1) month or until compliance, whichever is later.

The MRA for Work First Benefits recipients serves as timely notice of termination of Work First payments when the recipient does not cooperate with CSS. When CSS sends notice of a Work First recipient's noncooperation, the recipient must miss at least one Work First payment.

Sometimes, a Work First recipient cooperates with CSS after CSS sends notice of noncooperation to Work First. The Work First recipient will never receive a Work First payment for the month of noncooperation with CSS, even if the recipient cooperates within the timely notice period or within the same month. If the recipient cooperates with CSS during the timely notice period, the recipient (as well as the children in the case) continues to be eligible for Medicaid, and the family is eligible for the Work First payment the month following the month of cooperation.

Because of the significant impact to the family, CSS must take all appropriate steps to facilitate recipient cooperation efforts, either prior to or following sanction.

When a Public Assistance (PA) recipient contacts CSS to arrange an appointment or to provide information, CSS caseworkers review ACTS to determine whether noncooperation is at issue.

If noncooperation is at issue, CSS should:

- Review the notes to determine what is needed from the recipient.
- Take prompt action to facilitate the recipient's cooperation.
- When cooperation has been completed, immediately notify Work First.

NOTE: Scheduling an appointment or agreeing to provide information does not constitute cooperation. Keeping the appointment and/or providing information are required for cooperation to occur.

If the CSS Customer Service Center (CSC) receives a call from a recipient attempting to avoid sanction for noncooperation:

- The CSC representative reviews ACTS. If noncooperation has been indicated, the representative reviews the notes to determine what is needed from the recipient and takes information from the recipient or advises the him/her that contact with local CSS is needed, as appropriate.
- The CSC representative documents the call and notifies the responsible caseworker that the matter is urgent.
- The responsible worker must promptly contact the recipient, take any other appropriate actions to facilitate compliance, and notify Work First of the cooperation.

If a WFFA recipient fails to cooperate, the WFFA case is terminated. The remaining Medicaid case is coded Aid-Program/Category "MAF" and Payment Type "9" in EIS. The CSS case remains coded "MAO" and might be eligible for closure.

If the recipient cooperates after the Work First case is closed, he/she must reapply for Work First (because the "AAF" case was terminated and transferred to Medicaid.) When a CSS case is closed, the recipient must correct the noncooperation issue, and the CSS caseworker must update ACTS for the recipient to become eligible for Work First.

WORK FIRST PAY-AFTER-PERFORMANCE

Pay-after-performance for "standard" Work First counties means that a two-parent family is receiving Work First payments. Unlike single parent families, two-parent families do not receive a Work First check until they have completed (performed) the required hours of work and/or work-related activities.

Some Work First counties could elect to establish their own eligibility criteria and benefit levels. These counties are known as "electing" Work First counties. Electing counties could define pay-after-performance as a sanction and/or a two-parent family. (CSS caseworkers must contact the local Work First agency for this determination.)

NOTE: A referral for a two-parent Work First cases is appropriate if one parent in the case is a stepparent to a child in the case, and CSS services are required to establish paternity and support for the child.

COMPELLING TESTIMONY FROM A NONCOOPERATIVE CLIENT

Policy for Compelling Testimony

NCGS 110-131 permits actions to compel testimony from noncooperative custodial parents (CPs). The use of this procedure is limited to situations where all other avenues have been explored and in which the caseworker has reason to believe that the CP/recipient has information that can assist in locating and securing support from the noncustodial parent (NCP).

The use of this procedure is at the discretion of and reviewed by the local supervisor.

NOTE: Issuance of a subpoena for the CP/recipient to appear as a witness in a paternity, support establishment, or enforcement hearing can be an alternative to a motion to compel the CP's testimony.

NCGS 110-131(a) provides that on failure or refusal to assist in providing the required information, authority is granted to cite the noncooperative parent to appear in District Court and be compelled to disclose such information under oath.

A CP's refusals to appear before a district court judge constitutes grounds for contempt of court. A CP can be declared ineligible for Public Assistance (PA) by county DSS for as long as he/she fails to cooperate, or the CP can be fined one hundred (\$100.00) dollars or imprisoned not more than six (6) months, or both.

Compelling Testimony from Minor Mothers -

Contempt actions under NCGS 110-131 must never be used in CSS cases involving an unemancipated minor mother, even when she is the payee for the Work First grant. Whenever applicable, the only procedure to be used in minor-mother CSS cases is a referral to the local Work First agency for noncooperation.

Minor CPs CAN be subpoenaed to testify or appear as a witness in paternity, support establishment, or show cause hearings, since competency to testify is a decision of the court.

MEDICAID (MAO) CASES

GENERAL INFORMATION

This topic contains information on the following subjects:

3. [An overview of Medicaid;](#)
4. [Medicaid referral requirements;](#)
5. [Medicaid \(MAO\) custodial parent \(CP\) cooperation;](#)
6. [Special consideration regarding CP cooperation for certain Medicaid categories;](#)
7. [Medicaid \(MAO\) CP noncooperation;](#)

MEDICAID OVERVIEW

The Division of Medical Assistance (DMA) supervises county departments of social services in the provision of medical assistance called "Medicaid" to adults and children who are below the appropriate federal poverty income limit for a person of their age.

The Eligibility Information System (EIS) maintains data on all Medicaid cases. After receiving notification from CSS that health insurance has been obtained for the dependent child(ren), DMA is able to bill the health insurance provider for the cost of the care paid for by the Medicaid program.

MEDICAID REFERRAL REQUIREMENTS

Per Federal regulations, county DSS must refer all Medicaid cases to CSS if they meet the following requirements:

1. A custodial parent (CP) applies for Medicaid for either:
 - A. The CP AND the child; or
 - B. The CP ONLY, if the child already receives Medicaid; or
 - C. The child ONLY, if the CP requests Child Support services and agrees to cooperate with CSS.
2. The child meets the following conditions:
 - A. The child is under the age of eighteen (18) OR is age eighteen to twenty (18-20) and is attending primary or secondary school and a support obligation exists; AND
 - B. At least one (1) of the child's parents is absent from the home (and is not deceased); AND
 - C. The child does not have health insurance other than Medicaid or medical support payments. If a child has insurance or medical support payments and the CP requests child support services, a referral should be made.

EXCEPTION:

If the CP of the child(ren) in a [Child-Only Medicaid case](#) is receiving [Medicaid FPW](#) (Family Planning Waiver), county DSS is required to refer the [Child-Only Medicaid](#) case to CSS for services. CPs who receive [Medicaid FPW](#) are required to cooperate with the local CSS agency.

Medicaid case referrals are not appropriate in the following situations:

- A finding or pending action for Good Cause exists;
- The application for medical assistance for a child is for retroactive assistance only;
- The child is living independently of a parent/caretaker;
- The child is an SSI recipient, unless the CP requests referral;
- The child receives automatic newborn medical assistance, unless the mother requests referral and agrees to cooperate with CSS;
- The child or CP receives Expanded Foster Care Program Medicaid (EFCP);
- The CP is pregnant. Referral can be made after the postpartum period ends;
- The CP is receiving transitional Medicaid.

NOTE: If reason exists to believe that an inappropriate referral has been made after the CSS case has been opened, contact the referring agency for verification of the validity of the referral. If the referral was not appropriate, the CSS agency must notify the CP that child support services are available but that the case will be terminated unless the CP desires these services.

Local CSS agencies must seek health insurance coverage for the children in properly referred Medicaid cases. The CP has the option to request that CSS provide the full range of services for the case.

If no order for medical support exists for the case, CSS is required to determine if health insurance is available through the noncustodial parent's (NCP's) employer or other group insurance, in order to pursue establishment of an order for medical support. When CSS establishes an order that includes a provision for the NCP to provide health insurance for the minor child(ren), CSS should provide proof of medical insurance to the CP.

If an order for medical support is already in place, CSS is required to enforce the medical support provision in the order.

MEDICAID (MAO) CUSTODIAL PARENT COOPERATION

In order for Medicaid eligibility to be established, the custodial parent (CP) is required to cooperate with the local CSS agency to:

1. Identify and locate the parent of any child for whom assistance is requested;
2. Establish the paternity of any child born out of wedlock for whom assistance is requested;
3. Obtain medical support coverage information from the noncustodial parent (NCP) for any child for whom assistance is requested; and
4. Assign any medical support payments due the parent remaining in the home and/or any child for whom assistance is requested to the Division of Medical Assistance (DMA).

SPECIAL CONSIDERATION CONCERNING OTHER MEDICAID CATEGORIES

Other Medicaid aid categories exist that must be given special consideration regarding custodial parent (CP) noncooperation:

- [Family Planning Waiver \(FPW\);](#)
- [Medicaid for Infants and Children \(MIC\);](#)
- [Medicaid for Pregnant Women \(MPW\);](#)
- [Supplemental Security Income/Medical Assistance to the Disabled \(SSI/MAD\);](#)
- [Child-Only Medicaid cases.](#)

SPECIAL CONSIDERATION: CUSTODIAL PARENTS RECEIVING MEDICAID FAMILY PLANNING WAIVER (FPW) -

The caretaker of child(ren) who are recipients in a Child-Only Medicaid case can receive assistance through the Medicaid Family Planning Waiver (FPW), also known as the "Be Smart" program.

Child-Only Medicaid cases must be referred to CSS by the county DSS if the caretaker/ custodial parent (CP) of the children is receiving Medicaid FPW. If the child of a caretaker who is receiving Medicaid FPW is later approved for Medicaid, county DSS must refer the case with the child to CSS. The CP must cooperate with CSS to receive

services. If CPs fail to cooperate, CSS must notify the county DSS's Medicaid Unit.

To qualify for Medicaid FPW, the CP must not be eligible for coverage in another Medicaid aid program/category. The assistance unit consists of only one person— the CP. Services that are available under Medicaid FPW include the following:

1. An annual family planning exam;
2. Counseling and contraceptive supply visits to support the effort to continue a pregnancy spacing plan;
3. Most methods of birth control;
4. Screening and treatment for sexually transmitted infections;
5. Screening for HIV; and
6. Sterilization for men and women over twenty-one (21) years of age.

SPECIAL CONSIDERATION: CUSTODIAL PARENTS WITH NEWBORNS RECEIVING MEDICAID FOR INFANTS AND CHILDREN (MIC) -

Custodial parents (CPs) whose children are eligible for autonewborn benefits under Medicaid for Infants and Children (MIC) are not required to cooperate with CSS concerning the newborn child(ren) during the 60-day *post partum* period. The case can be referred to CSS at the end of this period. If CPs request CSS services, their cases can be referred prior to this time period.

Children on automatic newborn MIC can receive MIC benefits for a year. If the CP is not receiving Medicaid and does not cooperate with CSS, no referral for noncooperation should be made to the county DSS's Medicaid Unit, since cooperation with CSS is not required. No sanctions can be imposed by county DSS.

SPECIAL CONSIDERATION: CUSTODIAL PARENTS RECEIVING MEDICAID FOR PREGNANT WOMEN (MPW) -

Recipients of Medicaid for Pregnant Women (MPW) are not required to cooperate with CSS for either the unborn child or children receiving aid under other categories of medical assistance. Federal regulations require referral of these cases to CSS at the end of the custodial parent's (CP's) 60-day *post partum* period. At that time the CP is no longer eligible for MPW and is required to cooperate with CSS in establishing and enforcing medical support. The case can be referred prior to this time if the CP requests the referral.

SPECIAL CONSIDERATION: CUSTODIAL PARENTS WITH CHILDREN RECEIVING SUPPLEMENTAL SECURITY INCOME (SSI)/ MEDICAL ASSISTANCE TO THE DISABLED (MAD) -

Children who receive SSI automatically receive Medical Assistance to the Disabled (MAD). These cases are handled by the local office of the Social Security Administration and are not referred to CSS when child support services are needed. In these situations, the CP or caretaker of a child who needs child support due to the absence of a parent is advised to contact the local CSS agency to apply for services.

These cases are to be treated in the same manner as any other MAO case. No application fee is charged. If the child in an existing Non-MAO case becomes an SSI/MAD recipient, the CP can elect to receive only medical support services from CSS. A continuation of services notice is NOT sent to the CP in this situation.

CHILD-ONLY MEDICAID CASES -

When the CP is declared ineligible for Medicaid, the Medicaid case (regardless of the aid category) is considered a Child-Only Medicaid case. County DSS is not required to refer Child-Only Medicaid cases when the CP (caretaker of the child) does not receive any other Medicaid or Work First benefits. These cases are referred to CSS only if the CP requests CSS services or is receiving [Medicaid FPW](#) (Family Planning Waiver).

Child-Only Medicaid cases can be closed when the caretaker of the child fails to cooperate with CSS.

NOTE: Transitional Medicaid cases are not considered Child-Only Medicaid cases and should not be closed when the CP does not cooperate.

Case Closure for Child-Only Medicaid Cases -

CSS caseworkers and supervisors must generate the Case Closure Intent Notice (DSS-4617) with the closure reason code "CNON" (CP not cooperating) as notification to the caretaker that child support services will terminate in sixty (60) days.

Two exceptions exist to the preceding policy regarding the closure of Child-Only Medicaid cases:

- Twelve Month Transitional Medicaid (TMA) cases, which are not considered Child-Only Medicaid cases, cannot be closed due to the CP's failure to cooperate with CSS, even though the CP is NOT required to cooperate.
- Child-Only Medicaid cases for which the caretaker is receiving [Medicaid Family Planning Waiver \(FPW\)](#) cannot be closed due to the CP's failure to cooperate, because the CP is required to cooperate with CSS.

MEDICAID (MAO) CUSTODIAL PARENT NONCOOPERATION

Failure to cooperate with the CSS agency can result in the custodial parent (CP) being declared ineligible for Medicaid. If a CP in an MAO case who is receiving the Medicaid benefit refuses to cooperate with CSS, local CSS must notify the county DSS's Medicaid unit of the CP's noncooperation.

The procedures for processing a noncooperation claim in a Medicaid case are the same as those applied in a Work First case.

When the CP is declared ineligible for Medicaid, the Medicaid case (regardless of the aid category) is considered a [Child-Only Medicaid case](#). [Child-Only Medicaid cases](#) can be closed when the CP fails to cooperate with CSS; however, some exceptions exist.

FOSTER CARE (IV-E & SFHF) CASES

GENERAL INFORMATION

This topic contains information on the following subjects:

1. [An overview of Foster Care \(IV-E and SFHF\);](#)
2. [Confidentiality of Foster Care participant information;](#)
3. [Types of Foster Care cases.](#)

FOSTER CARE OVERVIEW

"Foster Care" provides for the care of children who cannot be cared for adequately by their family. The Children's Services Section of the North Carolina Division of Social Services (DSS) oversees the county departments of social services that administer Foster Care programs. NC has several types of Foster Care arrangements and funding sources. CSS caseworkers must have a working knowledge of Foster Care programs to ensure that Foster Care cases are set up correctly in ACTS.

CONFIDENTIALITY - FOSTER CARE INFORMATION

Under the provisions of Chapter 7B of the NC General Statutes, certain information regarding children in the care of Foster Care programs (including addresses) is confidential and can be released only as provided for by Chapter 7B. The child's address should not be included in a child support order and inquiries regarding the address should be referred to the county child welfare agency.

See the "Dear County Director" letter of November 10, 2014, for more information. To see this letter, access this URL:
["http://www.ncdhhs.gov/dss/dcd1/2014.htm"](http://www.ncdhhs.gov/dss/dcd1/2014.htm).

Confidentiality under Chapter 7B includes children in IV-E and State Foster Home Fund (SFHF) Foster Care cases and children placed in DSS custody.

When a CSS case is opened for a child in DSS care, CSS must contact DSS and:

- Confirm which program is providing services for the child;
- Explain the statutory requirement to include addresses in court orders and measures that CSS will take to protect this information in DSS cases;
- Ensure that no current mailing or residential address record exists for the child in ACTS;
- Indicate in the PROTECT field in ACTS that domestic violence is a concern and document the information in the case history.
- Do not complete a Custodian Address Memorandum document.

Prior to a court hearing or entry of a support order, caseworkers must advise the CSS agency attorney of the case status and legal restrictions on the release of address information that can be requested under NCGS 110-136.3 (a). They also notify all appropriate parties of any testimony or evidence that might be required.

If DSS elects to have child support paid to the caretaker of a child in DSS custody or the caretaker receives TANF for the child, caseworkers use the procedures addressing the inclusion of addresses in court orders.

TYPES OF FOSTER CARE CASES

North Carolina pays for Foster Care through two programs:

- NORTH CAROLINA FOSTER CARE (IV-E) - Federal funds, as well as State and county funds, pay for this program. These funds are used to make "board" payments for children in Foster Care. "Board" payments are payments for the cost of the child's care. In ACTS, the case type is "IVE" (which refers to the program's legal authorization under Title IV-E of the Social Security Act), and the custodial parent (CP) is always "NC FOSTER CARE".
- STATE FOSTER HOME FUND (SFHF) - The State of North Carolina and the counties fund this program. These funds pay the cost of care for children in Foster Care placement who are not eligible for other types of Foster Care funds. The State funds fifty percent (50%) of the board payment and the child's county DSS (Department of Social Services) funds the other fifty percent (50%). In ACTS, the case type is "SFHF", and the CP is the county DSS that is paying part of the board payment.

Most of the time when a child is placed in a licensed Foster Care arrangement, a monthly board payment from either IV-E or SFHF funds pays the cost of the child's care. A child could be in a licensed Foster Care arrangement and only receive Medicaid if they have another source of income, such as SSI or Social Security dependent's benefits.

DSS CUSTODY CASES -

When a child is in the legal custody of the county but lives with a court-approved caretaker or relative in an unlicensed arrangement, the case is not eligible for IV-E or SFHF funds. The case is not eligible for these board payment funds because the child does not live in a licensed Foster Care home. The county pays one hundred percent (100%) of the Foster Care board, and the child is eligible for Medicaid. These cases are often referred to as "DSS custody" cases.

DSS Legal Custody - Court-Approved Caretaker or Relative Placement with No Board Payment -

The child is in the legal custody of the county and lives with a court-approved caretaker or a caretaker who is a relative. CSS workers contact the Foster Care social worker to verify that there is no board payment prior to initiating the case in ACTS. In ACTS, the caretaker of the child is the CP, and case type is "MAO". The caretaker receives the child support payments, because no board payment is being paid for the child's care.

DSS Legal Custody - Relative Placement with TANF Payment -

The child is in the legal custody of the county but lives with a relative who is the caretaker. In ACTS, the caretaker of the child is the CP, and the case type is "AFDC" because the relative caretaker receives TANF for the child. Child support payments are disbursed and reimbursed as with any other TANF case.

PUBLIC ASSISTANCE (PA) CASE REFERRALS/CREATION

GENERAL INFORMATION

This topic contains information on the following subjects:

1. [Automatic case referrals \(a Public Assistance case is created or referred upon approval of the PA application\);](#)
2. [Immediate case referrals \(a PA case is created or referred prior to approval of the PA application\);](#)
3. [CSS case status changes for WFFA, MAO, and NPA cases;](#)
4. [Manually creating a PA case in ACTS;](#)
5. [Accessing the EIS \(Eligibility Information System\) "Holding Tank";](#)

AUTOMATIC REFERRALS (UPON APPROVAL OF THE PUBLIC ASSISTANCE APPLICATION)

Public Assistance (PA) cases are referred at the time of the custodial parent (CP) interview in the Department of Social Services (DSS) office or, if they are entered by the DSS data entry unit, no later than five (5) days after the interview. When a parent is determined to be absent from the home, the Eligibility Information System (EIS) automatically refers the case to CSS through the EIS/ACTS interface to CSS when the application for PA is approved, unless Good Cause exists for not making a referral.

This provision applies in all WFFA/TANF, Medicaid, North Carolina Foster Care, and Medicaid-eligible State Foster Home Fund cases.

CASE REFERRALS AND UPDATES

When ACTS receives the PA case data through the EIS/ACTS interface, it creates a CSS case, determines the proper processing status, unit, and responsible CSS caseworker for the referred case. ACTS documents these activities and notifies the caseworkers.

If EIS sends ACTS a referral but the responsible county has not been indicated, the system refers the case to the SPLS worker who handles cases with noncustodial parents (NCPs) whose last names begin with "U". The SPLS worker accesses EIS to determine which IV-A county made the referral and refers the case to the appropriate CSS agency.

ACTS also assigns a CSS case (IV-D) number to the case as well as an MPI # to each participant. If a participant in the case already exists in ACTS, that participant's current MPI # is used. (For example, if the EIS #, SSN, and name are the same, ACTS declares a match. If the EIS # matches but the SSN or name does not, ACTS warns the appropriate Intake caseworker to look at the available case data and decide whether or not a match exists.)

For Foster Care cases with both mother and father as the NCPs, two (2) separate cases are created for each child (one with each NCP). County DSS is designated as the CP in these cases, because the children are in the custody of DSS.

If more than one child is included in a IV-E or Medicaid-eligible SFHF case, ACTS notifies the responsible CSS caseworker of the error and stops the Case Initiation process.

Within forty-five (45) days of the EIS referral, a disposition is entered for the PA application (approval, denial, or withdrawal by the applicant). After the PA application is approved, the system notifies the responsible caseworker of the new case.

ACTS processes updates to cases that are received over the EIS/ACTS interface during nightly batch processing and notifies the responsible caseworker of these updates on the following morning.

Upon receiving a PA case referral, caseworkers determine what actions are needed to provide services by:

- Accessing the participant and case data screens in ACTS and reviewing the available information;
- Providing the CP with an Application Supplemental Data Sheet (DSS-4688) to complete and sign.
- Providing the CP with information describing the available services, the CP's rights and responsibilities, and the policies governing fees and distribution of support that is collected;
- Requesting from the CP (or other sources) any additional information that might be needed; and
- Updating the case record to include all of the necessary information that is received.

It is recommended that caseworkers schedule an interview with the CP as soon as possible after receiving a referral so that these tasks can be completed in a timely manner and services can begin for the case.

IMMEDIATE REFERRALS (PRIOR TO APPROVAL OF THE PUBLIC ASSISTANCE APPLICATION)

Some county departments of social services refer Work First or Medicaid applicants to CSS immediately after taking the application. This is known as an "Immediate Referral". CSS caseworkers can access the "EIS Holding Tank" to build this type of case. No application fee is charged for this type of case, pending the outcome of the Public Assistance (PA) application process.

Just as with PA cases that are received through [automated referral](#), the case must be reviewed to determine what information and actions are needed to deliver services to the case.

County departments of social services do not refer Foster Care children to CSS until the Foster Care application is approved. If the Foster Care child is eligible for Medicaid under any aid program and category, this referral is completed using the normal process described in the [Foster Care Cases](#) topic that appears earlier in this chapter.

If the child is not eligible for Medicaid, the social worker completes an Application Supplemental Data Sheet (DSS-4688) for the child and each noncustodial parent (NCP) and routes it to the appropriate CSS agency. The caseworker creates an "NPA" case with the County Director of Social Services as the custodial parent (CP); no fee is charged. A separate case is created for each NCP. (Unlike other Foster Care

cases, these Foster Care cases follow the ordinary rules applicable to NPA cases; more than one child can be included in these cases.)

CSS CASE STATUS CHANGES FOR WORK FIRST, MEDICAL ASSISTANCE ONLY, AND NON-PUBLIC ASSISTANCE CASES

County DSS refers all approved applications for appropriate Work First, MAO, IVE, and SFHF cases to local CSS via the EIS/ACTS interface. A CSS case can be changed from WFFA/TANF to MAO or NPA, from MAO to WFFA/TANF or NPA, or from NPA to MAO or WFFA/TANF. (IV-E and SFHF cases cannot be changed to other CSS case types, except for those case types which designate a particular kind of arrearages that can accrue for the Foster Care case types.

What happens in each situation depends primarily on whether or not the affected case is under order.

WORK FIRST, MAO, AND NPA CASES - NOT YET UNDER ORDER

Work First ---> NPA

If a WFFA/TANF case not yet under order becomes a NPA case, the custodial parent (CP) is sent a Continuation Of IV-D Services (DSS-4453). The CSS agency continues to pursue the noncustodial parent (NCP) for child support and medical support, unless the CP instructs them to do otherwise.

Work First ---> MAO

If a WFFA/TANF case not yet under order becomes a MAO case, the CP is sent a Continuation Of IV-D Services (DSS-4453). The CSS agency continues to pursue the NCP for child support and medical support, unless the CP instructs them to do otherwise. (The CP has the option of requesting the CSS agency to pursue the NCP for health insurance only.)

MAO ---> NPA

If a MAO case not yet under order becomes a NPA case, the CP is sent a Continuation Of IV-D Services (DSS-4453). The CP must inform the CSS agency whether he/she wishes to continue having CSS services, but the CP DOES NOT have the option of having CSS continue ONLY medical support services. Instead, the CSS agency pursues the NCP for BOTH child support and medical support, unless the CP instructs CSS to discontinue all CSS services.

MAO ---> Work First

If an MAO case not yet under order becomes a WFFA/TANF case, the CSS agency pursues the NCP for child support and medical support.

NPA ---> MAO

If a NPA case not yet under order becomes a MAO case, the CSS agency continues to pursue the NCP for paternity (if applicable), child support, and medical support, unless the CP instructs them to do otherwise, in which case service is limited to the provision of medical support.

NPA ---> Work First

If a NPA case not yet under order becomes a WFFA/TANF case, the CSS agency continues to pursue the NCP for paternity (if applicable), child support, and medical support.

WORK FIRST, MAO, AND NPA CSS CASES - UNDER ORDER

Work First ---> NPA

If a Work First case under order becomes a NPA case, enforcement of the order continues. Payment distribution is altered so that the CP receives all current support payments. Payments for arrearages that accrued while the CP was on Work First are retained by the State until such time as NPA arrearages begin to accrue.

Work First ---> MAO

If a Work First case under order becomes an MAO case, enforcement of the order continues. Payment distribution is altered so that the CP receives all current support payments. Payments for arrearages that accrued while the CP was on Work First are retained by the State until such time as NPA arrearages begin to accrue. Clients in MAO cases have the option of having the CSS agency enforce only the health insurance component of the order.

MAO ---> NPA

If a MAO case under order becomes a NPA case, the client is sent a Continuation Of IV-D Services (DSS-4453). The client must inform the CSS agent whether he/she wishes to continue having CSS services, but the client DOES NOT have the option of having CSS continue ONLY medical support services.. Instead, the CSS agency continues to enforce the order for child support and medical support, unless the client instructs CSS to discontinue ALL CSS services.

MAO ---> Work First

If a MAO case under order becomes a WFFA/TANF case, the CSS agency pursues the NCP for child support and continues to enforce the order for medical support.

NPA ---> MAO

If a NPA case under order becomes a MAO case, the CSS agency continues to enforce the order for child support and medical support, unless the client instructs otherwise, in which case service is limited to the provision of medical support. MAO clients have the option of having the CSS agency enforce only the health insurance component of the order.

NPA ---> Work First

If a NPA case under order becomes a WFFA/TANF case, the CSS agency continues to enforce the order for child support and medical support.

MANUALLY CREATING A PUBLIC ASSISTANCE CASE

The majority of Public Assistance (PA) cases are created in ACTS as a result of PA referrals that come through the EIS/ACTS interface; however, CSS caseworkers sometimes must manually create a PA case.

This situation most often occurs when a child moves from one client/custodian to another or when the child's EIS case status changes (for example, from Work First to Medicaid or from Medicaid to Work First), and either ACTS functionality requires the manual creation of a PA case or an EIS trigger errors out, requiring manual creation of a case. In either of these situations, ACTS notifies the responsible caseworker.

Caseworkers might also need to manually create a PA case for other reasons.

EX: The EIS/ACTS interface refers a case to CSS that has ONLY ONE (1) NCP and a non-parent (such as a grandmother) is the CP. When this occurs, caseworkers must determine whether a valid reason exists for not opening a case for the other NCP. If no valid reason exists, caseworkers must create a PA case manually with the other parent as the NCP;

OR

A SFHF child is not eligible for Medicaid and has no EIS case. Because there is no case referral from EIS, caseworkers must create a PA case manually.

ACCESSING THE EIS "HOLDING TANK"

During the IV-A application process, a copy of the EIS participant's demographic and address data is saved to the EIS "holding tank". The EIS holding tank is where ACTS stores information about EIS participants who are applying for CSS services, but for whom IV-A approval is still pending. IV-E and SFHF Foster Care participants are not included in the EIS holding tank.

The data in the EIS holding tank is especially useful to caseworkers in counties that use the [immediate referral](#) process. caseworkers can search the EIS holding tank in order to determine whether a participant is part of a pending referral from IV-A or whether he/she already exists as a participant in ACTS.

If necessary, caseworkers can create a new ACTS participant from the EIS participant data in the EIS holding tank. When a caseworker selects a participant from the holding tank, much of the demographic and other participant data that was entered by the EIS worker during the application process is brought to the appropriate case and participant data screens in ACTS.

Caseworkers can build a new case by using only participants from the EIS holding tank OR by using a combination of EIS holding tank participants and existing ACTS participants. They can also create an participant in ACTS from an EIS holding tank participant without having to "link" that person to a case at all.

EIS/ACTS INTERFACE

GENERAL INFORMATION

This topic contains information on the following subjects:

1. [Components of the EIS/ACTS interface;](#)
2. [The "Electronic Filing Cabinet";](#)
3. [Proper configuration of EIS data in ACTS;](#)
4. [Sharing EIS/CSS case data;](#)
5. [Exchanging information as notes between EIS and CSS workers;](#)

COMPONENTS OF THE EIS/ACTS INTERFACE

The EIS/ACTS Interface has several components that work together to share information between the two systems. These components are:

- Eligibility Information System (EIS) - EIS stores information about Public Assistance (PA) applications, cases, and participants.
- Automated Collections and Tracking System (ACTS) - ACTS stores information for Child Support Services (CSS) cases and participants.
- Triggers - "Triggers" are sets of data that are exchanged between EIS and ACTS.
- Electronic Filing Cabinet - The Electronic Filing Cabinet is used to store and exchange triggers between the EIS and ACTS systems.

THE ELECTRONIC FILING CABINET

Triggers are exchanged between EIS and ACTS through the "Electronic Filing Cabinet", which works in the following manner:

1. EIS loads its triggers for ACTS into the filing cabinet during nightly processing.
2. ACTS collects the trigger records that evening and processes them nightly batch processing. At the end of the nightly batch, ACTS loads its triggers for EIS into the filing cabinet.
3. The following night, EIS collects the triggers from ACTS that were loaded the previous night. Throughout the work day, ACTS scans the filing cabinet for referrals that have been approved in EIS and processes those triggers without waiting for nightly processing.

PROPER CONFIGURATION OF EIS DATA IN ACTS

GENERAL INFORMATION

While the CSS program is responsible for ensuring that participant and case data is current in ACTS, county DSS is responsible for providing and updating certain data for all custodial parents (CPs) and children in Public Assistance (PA) cases.

EIS NAME CHANGES

If a CP in a PA case reports that his/her name has changed, CSS caseworkers must not update the participant data in ACTS at that time. Caseworkers must advise the CP to contact the local county DSS and

provide them with the updated information. The change is transmitted to ACTS via the EIS interface.

EIS PARTICIPANT NUMBER (EIS INDIVIDUAL ID)

Every CP and child in a WFFA/TANF, IV-E, MAO, or Medicaid-eligible SFHF case is assigned an individual EIS participant number. It is also sometimes referred to as the EIS Individual ID.

EIS CASE NUMBER

CSS identifies each case by its CSS case (IV-D) number. In addition, every WFFA/TANF, IV-E, MAO, and Medicaid-eligible SFHF case also has an EIS case number associated with it. EIS assigns this number, and it is linked to the MPI # of the CP on the EIS case. It is recorded in ACTS when the case is referred over the ACTS/EIS interface.

The amount of WFFA/TANF that has been paid to the CP is recorded under the EIS case number and is used to determine the shares of arrearage payments that should be provided to the State and to the CP.

SHARING EIS/CSS CASE DATA

County DSS is responsible for providing data for all custodial parents (CPs) and children in Public Assistance (PA) cases to CSS. The CSS program is required to receive this information through new case referrals and updates on case participants and to use it appropriately in managing case activities.

The EIS/ACTS interface automatically updates certain CP/child demographic data in ACTS.

ACTS DOES NOT update CP/child data in EIS automatically. ACTS does generate a monthly report for Foster Care workers that contains demographic and collection data for all noncustodial parents (NCPs) of children who are in the custody of county DSS. The only automated way to inform EIS workers of CP/child demographic changes for Work First and Medicaid cases is through the use of notes.

EXCHANGING INFORMATION (NOTES) BETWEEN CSS AND EIS WORKERS

The exchange of current information between CSS and EIS workers is vital to the proper processing of CSS cases. In addition to the standard data sent over in the automated referral, the EIS worker includes any additional information pertinent to the case in a "note".

EX: When EIS refers a WFFA/TANF case with a custodial parent (CP) who has insurance for his/her dependent child, notes about the insurance are included in the referral.

It is the CSS caseworker's responsibility to notify the EIS worker of any changes to the CP's address, phone number, or SSN, so it is very important that the participant data be kept updated in order to create and send triggers to EIS automatically. If CP or child data (for example, change of address) is updated and the CSS caseworker learns of this before the EIS worker, the CSS caseworker must send a "note" to inform the EIS worker.

EIS TRIGGERS

GENERAL INFORMATION

"Triggers" are sets of data that are exchanged between EIS and ACTS. A trigger is assigned a number based on the type of data that it contains.

This topic contains information on the following subjects:

1. [Triggers from EIS to ACTS;](#)
2. [Triggers from ACTS to EIS;](#)
3. [EIS Triggers in error.](#)

EIS TO ACTS TRIGGERS

ACTS receives these triggers immediately during a Public Assistance (PA) case referral or overnight if updating data on existing PA cases. (When ACTS receives a PA case referral or update, it notifies the responsible caseworker of the type of data that was received.)

ACTS TO EIS TRIGGERS

EIS receives these trigger during nightly processing. If a PA case is created in ACTS, triggers are sent to EIS when participant or case data is added/ updated, when CSS sends a request for updated data to EIS, when CSS responds to a request for updated data from EIS, or when a CSS caseworker sends notes to EIS.

EIS TRIGGERS IN ERROR

Sometimes EIS triggers are not transmitted properly, all of the necessary information is not received, or ACTS identifies multiple matches for a participant. When these situations occur, ACTS notifies the responsible caseworker that the trigger has problems which need to be identified and corrected.

ACTS also informs the responsible caseworker when other situations arise involving the case structure and/or PA case status. Caseworkers must use their knowledge of the case to decide which course of action best suits the situation.